



Frequently Asked Questions

"Having a child, I discovered, makes you dream again and, at the same time, makes the dreams utterly real."

- Charles Krauthammer

QUESTION:	Are parents charged a fee for requesting a copy of their Acknowledgment of Paternity document from HPP?
ANSWER:	Parents may request a copy of their Acknowledgment of Paternity document from HPP free of charge.
QUESTION:	Father was overseas during the birth of his child and was not able to sign the Acknowledgment of Paternity in the hospital. Is there a deadline for signing the Acknowledgment of Paternity?
ANSWER:	Parents have up until the child reaches the age of 18 to establish paternity.
QUESTION:	Are the mother and father required to provide identification prior to signing the Acknowledgment of Paternity if I am only witnessing and not notarizing the Acknowledgment of Paternity?
ANSWER:	<p>HPP staff are required by DCSS internal Policy to request identification from both parties prior to witnessing a signature.</p> <p>If you are an employee of a hospital or other birthing entity, please refer to your facilities internal policy for guidelines on the requirements for identification and witnessing of signatures.</p> <p>Notary Public — When notarizing the Acknowledgment of Paternity document, the notary must always request satisfactory evidence of identification prior to notarizing a signature.</p>
QUESTION:	What if the mother or father seems unsure about signing the Acknowledgment of Paternity document?
ANSWER:	If one or both parents seem hesitant, attempt to speak with the parents separately. The parent might want to ask about genetic tests, or there may be other issues. If either parent has any doubts, the parent should not sign.

Uncommon Baby Names

by The HPP Team



Have you run across any creative names lately and would like to share with other readers?

Here are a few that we have seen recently:

- **China-doll**
- **Creation**
- **ILove U**
- **Jet**
- **Kage**
- **Myrical**
- **Prophecy**

If you have any Uncommon Baby Names you would like to add please email them to LRiley@azdes.gov and we will print them in the next newsletter. Rules: **First** and **middle** names only, Must be Arizona births & no birthdates please.



Arizona Department of Health Services - Office of Vital Records

Greetings from the State Office of Vital Records!

State Vital Records Lobby is Closing

As of January 1, 2015, the Arizona Department of Health Services Office of Vital Records lobby at 1818 W. Adams, Phoenix, Arizona 85007 no longer provides walk-in customer service. The State Office of Vital Records will continue to accept application orders by mail. A completed application may be mailed to:

Arizona Department of Health Services
Office of Vital Records
Post Office Box 3887
Phoenix, Arizona 85030



Mail orders or appointments will be accepted for the following State- only specific services:

- Adoptions
- Foreign born birth adoptions
- Delayed births
- Putative father registry, and
- Corrections and amendments for births prior to 1997

For more information, please visit our website at www.azdhs.gov/vital-records or by phone (602) 364-1300.

Any questions concerning registration of birth certificates, please call our registry staff at 602-364-2429.

Certificate of Live Birth Worksheet (2003 Standard)

First, we would like to thank all of our hospital partners for your cooperation, as we transitioned to a uniform Standard Certificate of Live Birth Worksheet for all births occurring in Arizona. We appreciate your dedication to helping us collect the most accurate and consistent data possible. We are in the process of revising the worksheet to address some issues that have been brought to our attention such as the Mother's Current Legal Name and Mother's Name Prior to First Marriage. Once we have a final draft revision, we will send it to the hospitals and counties for review before the worksheet is finalized. Thank you for patience.

Over the past 6 months we have been monitoring the worksheets and have identified the following to be the **top issues**:

1. Mother and father are not married and father's name is being listed on the worksheet but the parents **have not submitted** an accurately completed and signed Acknowledgment of Paternity (AOP) to the birth recorder. **Do not** enter the father's name on the worksheet or in the Electronic Birth Registry System (EBRS) unless you have received an accurately completed and signed AOP. When this occurs, several problems are created, such as: a) the parents have a false belief that a certificate will be issued with the father's name listed; b) the birth certificate at the State Vital Records Office cannot be sold until the father's name is removed, which creates extra work for the Hospital Paternity Program staff and the staff at State Vital Records. If this continues, we will be contacting the hospital supervisor to discuss the issue further. Thank you for your cooperation.
2. The information collected on the Certificate of Live Birth Worksheet should match the data that you have entered into the EBRS.
3. Please inform the parents that they are the "informant" – person that is responsible for providing the information on the worksheet for fields 1-63. Once this information is listed on the worksheet, the parent/informant is responsible for reviewing the information to verify and ensure it is accurate and complete to the best of their knowledge. Then the parent/informant shall enter their signature on line 18 and also enter the date signed in line 19. Please make sure this signature is obtained **before** the parent/informant leaves the hospital.

Corrections Letters

Several issues regarding the content of correction letters and the worksheet have been identified:

1. The correction letter contains incorrect information such as the child's name or date of birth, which makes it difficult for the state or county staff to locate the birth certificate.
2. The correction letter is poorly written or does not express clearly what field or data should be corrected.

Continued on next page



3. The Certificate of Live Birth Worksheet does not support the correction that is identified in the correction letter. (If the worksheet does not support the requested change, the correction letter will be rejected/not completed).

Due to these issues, we are strongly considering changing the process regarding who can sign the correction letters. In the future, the supervisor of the birth recorder may be required to sign the correction letters. This may help the supervisor identify quality assurance issues and have the opportunity to put processes in place to resolve these problems.

How to Contact the State Office of Vital Records

In past years, the Birth Registry Section has been staffed with approximately 10 staff. Today our full-time staff has been reduced to five people. Thank you for all your patience during this time of transition. If you need to contact one of the state office staff, please call:

602-364-2429 for any birth registration or fetal death questions

602-364-2428 for any correction or amendment questions; and

602-364-2230 for any training requests/needs (new users)

Hospital and Birth Facility Supervisors Reminder

We want to remind all Supervisors about the importance of alerting the State Office of Vital Records when a user is no longer responsible for accessing the Birth or Fetal Death systems.

Please take the necessary step of emailing us at OVR-Accounts@azdhs.gov to begin the process.

If you should have any questions, please contact our **Help Desk** at **(602) 364-2230** or **(888) 364-2230**.

Thank you for all your hard work.

Quality Assurance and System Integrity – Continuous Training Opportunities for Hospitals and Birthing Facilities – Bianca Soto

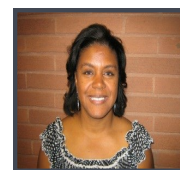
Free refresher training is available. Consider spending some time in one or both of the existing web-based training modules available to you as a refresher, which covers Birth and Fetal Death systems. It's always a great idea to re-introduce yourself to the fundamentals of Birth and Fetal Death processes, workflows, standards, etc., given the amount of records you create and submit on a daily basis.

The web-based training modules are **free** and available to you on your schedule. Please contact EBRS@azdhs.gov and ask for the Electronic Birth Registration System or Electronic Fetal Death Training for Hospitals and Birth Facilities trainings.

If you have specific questions about functionality, eligibility, workflow, etc., please don't hesitate to contact **Bianca Soto (602) 364-1252** or **Megan Whitby (602) 364-0042** at the State Office of Vital Records.

Toni Miller

*Birth and Death Registry Manager
Arizona Department of Health Services
Office of Vital Records*



Most Popular Baby Names in Arizona

As of publication of this newsletter, the **Society Security Administration** (SSA) hasn't yet published its 2014 list of the most popular baby names for 2014. The SSA uses Social Security card



application data to compile its annual list. However, here is a sampling of the top 5 baby names given to children born in Arizona in 2013:

Rank	Male Name	Number of males	Female Name	Number of Females
1	Noah	380	Sophia	602
2	Jacob	376	Isabella	443
3	Liam	376	Emma	433
4	Alexander	365	Mia	412
5	Daniel	354	Olivia	362

– www.socialsecurity.gov/cgi-bin/namesbystate.cgi



Maricopa County Office of Vital Registration

Happy New Year Greetings

New West Valley Office

The Maricopa County Office of Vital Registration (MCOVR) opened its fourth location on December 1, 2014, and is ready to serve you. You're invited to visit us at our newest location in the West Valley at **1850 N. 95th Ave., Ste. 182** (north of I-10 and one block east of the 101 Agua Fria Freeways).



New west Phoenix location

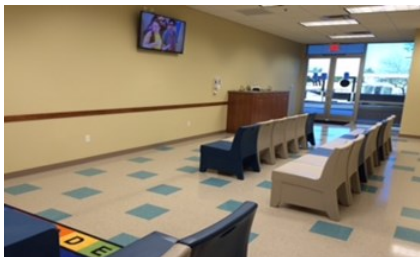
Gina, Luisanna and Teresa will comprise the West Valley Office of Vital Registration (OVR) Team and they look forward to serving you and the community.

In addition to the convenience of visiting an office that is closer to home for folks in the West Valley, the Maricopa County Department of Public Health is also offering a multi-service public health experience. The Office of Community Health Nursing will open an Immunization Clinic in Suite 184 (which is adjacent to ours) on January 2, 2015, as their Glendale site is now closed.

Four Convenient Locations

As most of you know by now, as of January 1, 2015, the State Office of Vital Records no longer provides walk-in customer service from their lobby. The various other county Offices of Vital Records have planned for this and are prepared to serve the communities from any of our four public locations:

- **Central Phoenix** – 3221 N. 16th St., Ste. 100 (16th St. /South of Osborn Rd.)
- **West Phoenix** – 3003 W. Thomas Rd., Ste. 200B (Next to WIC)
- **East Valley** – 4419 E. Main St., Ste. 105 (Near I-60/202 Red Mtn. Fwy)
- **West Valley** – 1850 N. 95th Ave., Ste. 182 (101 Fwy/North of McDowell)

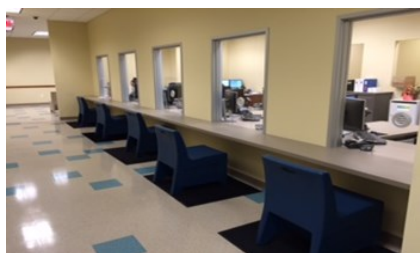


New West Valley office lobby

Please refer families to our website www.MaricopaVitalRecords.com for more information regarding our locations and services. Be sure to check out our Frequently Asked Questions (FAQs) page.

New on the job?

If you're new to an Arizona birthing facility registry team, *welcome!* Please take a few minutes to call **Yolanda Hernandez**, the MCOVR Birth Registry and Issuance Services Supervisor, at **602-506-6438**. We want to add your name to our facility contacts list and answer any questions that you may have for us.



West Valley customer service area

Reminder

Please obtain the Informant's signature and date signed every time and verify that your facility is using the latest revised Standard Certificate of Live Birth Worksheet distributed by the State Office of Vital Records.

We hope 2015 will be full of good fortune, happy moments and great health for each of you! Thank you for being such a great partner. We appreciate you and your efforts!

Sincerely,

Michele Castaneda-Martinez
Program Manager

Maricopa County Department of Public Health
Office of Vital Registration




**MARICOPA COUNTY OFFICES OF
VITAL REGISTRATION CONTACTS**

General Public Line
(602) 506-6805

Administrative Fax
(602) 372-8866

Michele Castaneda-Martinez
Program Manager
(602) 506-6345

Gabby Rodriguez
Administrative Assistant
(602) 506-6439

Yolanda Hernandez
Birth Reg. & Issuance Svcs. Supervisor
(602) 506-6438

Vicky Andam
Death Reg. & Issuance Svcs. Supervisor
(602) 506-6952

Velinda Sordia
Partner Fin. Services Supervisor
(602) 506-6832

Elizabeth Rabusa
Trainer
(602) 506-6814

Amy Radeka
East Valley Satellite Supervisor
(480) 924-6315

Stephanie Coombs
West Phoenix Satellite Supervisor
(602) 272-2631

Hope Ravens
Quality Assurance Coordinator
(602) 506-6804

Lindsey Hall
Medical Certification & Disposition Svcs.
Supervisor
(602) 372-2635

Heather Hoffman
HRRF Coordinator
(602) 506-8110

Gina Valdivia
Interim West Valley Satellite Supervisor
(602) 506-3588

Chad Chase
Disposition-Trans Permit Coordinator
(602) 372-3826

Julie Frasco
OVR Management Analyst
(602) 372-1730

Michelle Foreman
Business & Budget Analyst
(602) 372-4168

No AOP, No Survivors Benefits

There are a number of reasons for establishing paternity: to help foster a parent-child relationship, to build identity and a sense of 'who am I?', to have a full family medical history, and to receive financial support and other benefits. One of these reasons became painfully evident recently when **Shanda Culberson** received a phone call from a woman whose baby was born 2-1/2 years ago at Scottsdale Healthcare Osborn.

At the time of birth, the mother was not married to the father. She did not identify him on an Acknowledgment of Paternity nor had him listed on the birth certificate.

Subsequently, the couple married.

As with most of us, every day life includes many demands. We put off certain tasks and focus on issues and endeavors we, at the time, deem far more important or urgent. Neither parent took the time to fill out an Acknowledgment of Paternity nor add the father's name to the birth certificate.

In October 2014, the father died tragically in a motorcycle accident. But without having had established legal paternity, the 2-1/2 year-old child cannot be a beneficiary of his Social Security survivorship benefits.

Since the father's fatality, the mother has hired an attorney and is seeking to establish paternity through the court. "But as we know, it will not turn out well," commented Shanda in an email to HPP.

This somber event demonstrates "the importance to us as birth recorders to explain fully (as it does in the pamphlets) that there are MANY important reasons to include the father [on an AOP and birth certificate] besides the obvious financial support."



Benefits For Children

About 4.4 million children receive approximately \$2.5 billion each month because one or both of their parents are disabled, retired or deceased. Those dollars help to provide the necessities of life for family members and help to make it possible for those children to complete high school. When a parent becomes disabled or dies, Social Security benefits help to stabilize the family's

financial future.

... When you apply for benefits for your child, you will need the child's birth certificate ...

SSA Publication No. 05-10085. August 2012.

Arizona Birth Statistics

2014 AZ Statistics	OCTOBER	NOVEMBER	DECEMBER
BIRTHS TO UNWED PARENTS	3,612	3,063	3,393
HPP ESTABLISHED PATERNITIES	2,360	3,210	2,272
TOTAL PERCENT	65%	104%	67%

Voluntary Paternity Quarterly Newsletter

This newsletter is intended for individuals and birthing staff who are involved with the Arizona Voluntary Paternity Program. To submit information for publication, please contact:

DCSSHopPat@azdes.gov or **LRiley@azdes.gov**



Voluntary Paternity Workshop

October 10, 2014

Special Thanks

to all October 10th Attendees!

Nora Chavez—Maricopa Office of Vital Records

Shandra Culberson-Scottsdale Healthcare Osborn

Julia Gomez—Maricopa Office of Vital Records

Yolanda Gonda—Tucson Medical Center

Serina Kopelva—Tuba City Regional Health Care

Jessica Learned—Maricopa Office of Vital Records

Refalita Manygoats—Tuba City Regional Health Care

Lydia Mesquita—Tucson Medical Center

Kathleen Petrocco—Summit Healthcare Regional Medical Center

Maria Reyna—Tucson Medical Center

Yeiko Sophia Teranishi—Maricopa Office of Vital Records

Gina Valdivia—Maricopa Office of Vital Records

Deborah Vazquez-Lueking—Scottsdale Healthcare Shea

Evaluation Comments

How could we have improved this workshop?

"More examples of scenarios."

How would you summarize the benefits of the workshop?

"As a refresher, I still get answers to forgotten or unknown situations."

"Outstanding knowledge—very helpful."

"Now I know all I didn't know about AOP"

"Extremely useful."

"Very informative and updates are so important."

"You walk away with so much information & knowledge."

Additional Comments/Suggestions:

"Very well done."

"This workshop was very informative, concise and helpful. Thanks!"

"Everything was great and very entertaining."

Do you or your hospital staff need HPP related training?

Call or email us anytime!

(602) 771-8181 • Fax: (480) 545-1009

DCSSHOPPAT@azdes.gov

Hospital Paternity Program training on the Voluntary Paternity Workshop is available on a regular basis at the HPP office in Gilbert. These classes are offered in addition to the individual hospital visits HPP staff make. Birth recorder supervisors are encouraged to attend, as well.

Training includes hands-on forms with an in-depth discussion on the importance of accurate, complete, and timely information. Information related to voluntary paternity is covered. Each training session begins promptly at 9:00 am and ends at approximately 12:00 noon.

2015

Voluntary Paternity Workshop Schedule

January 9

April 10

July 10

October 9

All workshops run from 9 am to 12 noon

Location:

2290 W. Guadalupe Rd. Bldg 3 | Gilbert, AZ 85233

To register, contact:

Rosalinda Miranda RMiranda@azdes.gov or

Connie Monterrosa CMonterrosa@azdes.gov



4TH QUARTER
UNWED BIRTHS
10,068

SHOOTING STARS

4TH QUARTER
AOP Paternities
7,842 (77.89%)

4TH QUARTER 2014

Birth & Women's Health Center	200.00%	Hopi Health Care Center	116.67%
Verde Valley Medical Center	91.89%	Havasupai Regional Medical Center	88.89%
Banner Del E. Webb Hospital	88.81%	Little Colorado Medical Center	87.23%
Kingman Regional Medical Center	86.36%	Banner Page Hospital	85.37%
Ft. Defiance Indian Hospital	84.51%	Banner Estrella Medical Center	82.85%
Yavapai Regional Medical Center	82.30%	Mercy Gilbert Medical Center	78.43%
Phoenix Indian Medical Center	77.78%	Chandler Regional Hospital	77.07%
Carondelet St. Joseph's Hospital	76.35%	Valley View Medical Center	76.32%
Scottsdale Healthcare/Shea	75.61%	Banner Gateway Medical Center	75.54%

The Hospital Paternity Program commends birth registrars and nursing staff statewide for aiding Arizona's children. On a daily basis, you all demonstrate tremendous team work and effort as you work to get children a legal father. Those hospitals reaching a 75% or higher compliance rate this quarter are listed above. Congratulations to everyone and thank you for your hard work!

IMPORTANT REMINDERS

- Send completed Acknowledgement of Paternity (AOP) forms to the Hospital Paternity Program (HPP). This gives your site credit for the paternity established.
- Ensure that parents do NOT take original completed AOP with them. Send the originals to the HPP team for validating and processing. Do NOT give the parents a copy of the unprocessed AOP.
- Proof-read the AOP before submitting it to HPP. We have seen AOP's with missing witness dates, incorrect hospital addresses, or handwritten AOP's which are not legible etc. Proof-reading for accuracy can avoid AOPs being returned for correction or for parents to complete a new AOP.
- Remember, paternity establishment cannot be validated or finalized with an incomplete or inaccurate AOP. When AOP's are returned, paternity is not established. The child does not have a legal father.



Wordsearch

BASSINET

BIBS

BLANKET

BOOTIES

BOTTLE

BURP CLOTH

CHANGING PAD

CRIBSHEET

DIAPER

FEEDING SPOON

HAMPER

PACIFIER

POWDER

RATTLE

RECEIVING BLANKET

SLEEPERS

STROLLER

T-SHIRT

WIPES

Q Q G X S W C L Y A U X K E B U L A C L
 S V C R E V Z Q X L G H F Q K L B X P Z
 V B V R I U C W O E B Y T D B R X T T L
 N R R O T T J D H Z V U J O E O J B Z N
 I U E E O F T E K N A L B C L S T S A R
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DEPARTMENT OF ECONOMIC SECURITY

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